



# Policy Manual

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Adopted by the Library Board 11-30-02

## Public Library System

## Fines & Fees

### Policy Statement:

In accordance with the City of Scottsdale Revised Code, § 20-20, all cardholders are responsible for materials borrowed on their card. The Library Director may impose and collect fines for the infringement of the established rules and regulations and may suspend or revoke the borrowing of any book or other material by a cardholder who has failed or refused to pay any fine or to return any book or other material by the due date set by the Library Director.

### Regulations:

1. A customer becomes delinquent when the charges on his/her account reach \$15.00. At this point the customer's borrowing privileges are suspended until the total charges owed are brought below \$15.00.
2. Staff have the option of waiving or reducing a charge if they feel extenuating circumstances so warrant.
3. All library debts are discharged when listed in a customer's bankruptcy.
4. A police report (filed within 60 days of items being due) is necessary for the Library to waive related fees and replacement costs on items stolen from the customer or checked out on a lost/stolen library card.
5. Customers may be given a refund within 90 days of payment for lost items. Return of the library item and proof of payment showing method of payment are required for a refund.
6. Cash refunds up to \$50.00 are allowed for transactions paid by cash or traveler's checks. Cash refunds up to \$10.00 are allowed for transactions paid by personal checks. Refunds for check transactions over \$10.00 must be issued by City check through the Accounts Payable department. Transactions processed by credit card must be refunded on the same credit card.

### Overdue Fines per Item:

New Books, New DVDs, Most Wanted Collection	\$ .50 per day
All Other Items	.20 per day

### Maximum Overdue Fines per Item:

Children's and Teen Materials	5.00
Adult Materials	10.00

### Additional Fees:

All Other Lost or Destroyed Items	Actual cost of Item
Tote Bags/Talk and Tote Sets	\$20.00
Collection Agency Fee	10.00
Returned Check & Credit Card Chargebacks	25.00